## 1-800-BetsOff Help Line Monthly Activity Report

## September 2013

<u>Activity</u>	#	Ave Time	
Hotline Calls	301	2	min
Live Chat	0	0	min

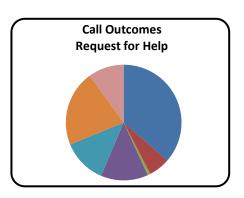
Time of Day:						
	Hotline		Live Chat			
Midnight - 8 a.m.	27	9%	NA	NA		
8 a.m Noon	69	23%	0	0%		
Noon - 4 p.m.	101	34%	0	0%		
4 p.m 8 p.m.	60	20%	0	0%		
8 p.m Midnight	44	15%	NA	NA		

Day of Week						
	Hotline		Live Chat			
Monday	79	26%	0	0%		
Tuesday	75	25%	0	0%		
Wednesday	151	50%	0	0%		
Thursday	97	32%	0	0%		
Friday	131	44%	0	0%		
Saturday	62	21%	NA	NA		
Sunday	63	21%	NA	NA		

Topics:				
Request for help	Hotline		Live Chat	
Casino banning	12	4%	0	0%
Gambler's Anonymous info	13	4%	0	0%
Need local # for treatment center	2	1%	0	0%
Other gambling related issue/?	5	2%	0	0%
Request for BETS OFF info pack	0	0%	0	0%
Request for gambling ed materials	0	0%	0	0%
Treatment inquiry for self	49	16%	0	0%
Treatment inquiry for other	21	7%	0	0%
*Sub-Total	102	34%	0	0%
Information about line	7	2%	0	0%
Media/Press	0	0%	0	0%
Casino info/buffet, etc.	90	30%	0	0%
Lottery issue/question	33	11%	0	0%
Other (wrong #, hang up, prank, etc.)	70	23%	0	0%
*Sub-Total	200	66%	0	0%
*GRAND TOTAL	302	100%	0	0%

Hotline Request Topic					

<u>Outcomes</u>				
Request for help	Hotline		Live Chat	
Instructed to contact casino	91	29%	0	0%
Provided gambling assistance/counseling	15	5%	0	0%
Referred to IDPH/Website	2	1%	0	0%
Referred to Iowa Lottery	33	11%	0	0%
Referred to national #/out of state source	31	10%	0	0%
Referred to treatment provider	53	17%	0	0%
Request sent/referral to ISAIC	0	0%	0	0%
Supplied requested info	25	8%	0	0%
Sub Outcome Total	250	80%	0	0%
Unable to assist	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	62	20%	0	0%
*Sub Outcome Total	62	20%	0	0%
*GRAND TOTAL	312	100%	0	0%



<sup>\*</sup>duplicated count of activity provided to callers (some callers have more than one activity reported

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Agency Referrals								
	Referrals			Type of Referral				
	Hot Line	Live Chat		% of		% of	Indirect	% of
	#	#	Total	Total	Direct #	Referrals	#	Referrals
ADDS of Southeast Iowa	17	0	17	32%	16	94%	0	0%
Pathways	5	0	5	9%	4	80%	0	0%
Problem Gambling Services	13	0	13	25%	12	92%	0	0%
Problem Gambling Recovery Services	0	0	0	0%	0	0%	0	0%
Community & Family Resources	2	0	2	4%	2	100%	0	0%
Family Services	3	0	3	6%	2	67%	0	0%
Jackson Recovery Center	6	0	6	11%	5	83%	0	0%
Compass Pointe	1	0	1	2%	0	0%	0	0%
Substance Abuse Services	6	0	6	11%	5	83%	0	0%
Prairie Ridge Treatment Center	0	0	0	0%	0	0%	0	0%
TOTAL	53	0	53	100%	46	87%	0	0%

